

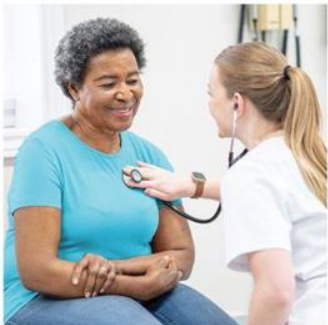
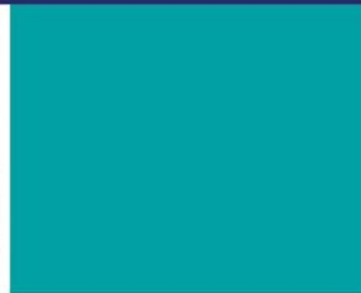
Home and Community Based Services (HCBS) Provider Education

Waiver Provider Signature Requirement



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Purpose of This Guide

- Understand the requirement to sign Person-Centered Service Plans (PCSPs)
- Know when signatures are required
- Follow step-by-step guidance for using Buckeye Health Plan's Secure Provider Portal
- Applies to providers delivering MyCare Ohio waiver services



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Regulatory Overview

- Mandated By: 42 CFR 441.301 (Federal Rule)
- Effective Date: December 31, 2018
- Waiver providers must sign the Person-Centered Service Plan (PCSP)
- Signature confirms agreement to deliver services and documents informed consent



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When is a Signature Required?

- When a new waiver service is added
- When a permanent change is made to an existing waiver service
- When a new or revised PCSP is issued
- Only the provider affected by the change must sign

OAC Reference: [5160-44-02](#)



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Who Must Sign?

- Waiver service providers delivering:
 - Personal care
 - Waiver nursing
 - Home care attendant services
 - Other waiver-authorized supports
- This guide focuses on provider signature responsibilities only



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Submission Method

- All PCSP provider signatures must be submitted electronically through Buckeye's Secure Provider Portal
- No email, fax, or paper submissions accepted



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Provider Responsibilities

- Review PCSP before signing
- Ensure authorized signer has portal access
- Submit signatures promptly
- Maintain documentation as needed



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What Happens if You Don't Sign?

- Service delays or implementation issues
- Compliance and audit risks
- Follow-up from Buckeye
- Possible impact on member care



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How to Sign Using Buckeye's Secure Provider Portal

1. Visit: <https://www.buckeyehealthplan.com/providers.html>
2. Log in with provider credentials
3. Access the Member Record
4. Locate and Review the Person-Centered Service Plan (PCSP)
5. Complete the *Person-Centered Service Plan (PCSP) Signature Addendum*
6. Submit the assessment.



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Provider Portal

Navigate to the **Provider Home Page** to find the **Secure Provider Portal Login**.

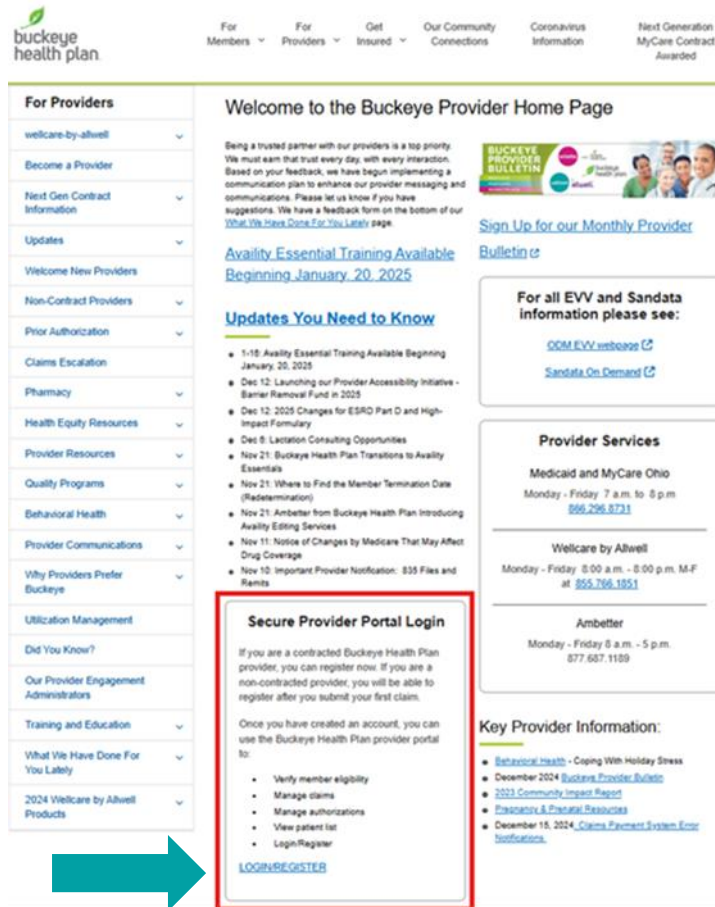
If you don't have it bookmarked, you can find it on our provider website pages at:

<https://www.buckeyehealthplan.com/providers.html>



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The screenshot shows the Buckeye Health Plan Provider Portal homepage. At the top, there is a navigation bar with links for "For Members", "For Providers", "Get Insured", "Our Community Connections", "Coronavirus Information", and "Next Generation MyCare Contract Awarded". The main content area is titled "Welcome to the Buckeye Provider Home Page". On the left, there is a sidebar menu with various links for providers, including "wellcare-by-ahwell", "Become a Provider", "Next Gen Contract Information", "Updates", "Welcome New Providers", "Non-Contract Providers", "Prior Authorization", "Claims Escalation", "Pharmacy", "Health Equity Resources", "Provider Resources", "Quality Programs", "Behavioral Health", "Provider Communications", "Why Providers Prefer Buckeye", "Utilization Management", "Did You Know?", "Our Provider Engagement Administrators", "Training and Education", "What We Have Done For You Lately", and "2024 Wellcare by Ahwell Products". The main content area includes a welcome message, a link to "Availability Essential Training Available Beginning January 20, 2025", a section titled "Updates You Need to Know" with a list of updates, and a "Secure Provider Portal Login" section. The "Secure Provider Portal Login" section is highlighted with a red box and contains instructions for providers to register or log in. A large teal arrow points from the text below to this section. To the right of the main content area, there is a "Sign Up for our Monthly Provider Bulletin" link, a section for "For all EVV and Sandata information please see:" with links to "OOA EVV webpage" and "Sandata On Demand", and a "Provider Services" section listing "Medicaid and MyCare Ohio" and "Wellcare by Ahwell" with their respective hours and contact numbers. At the bottom right, there is a "Key Provider Information" section with a list of links to various resources.

For Providers

- [wellcare-by-ahwell](#)
- [Become a Provider](#)
- [Next Gen Contract Information](#)
- [Updates](#)
- [Welcome New Providers](#)
- [Non-Contract Providers](#)
- [Prior Authorization](#)
- [Claims Escalation](#)
- [Pharmacy](#)
- [Health Equity Resources](#)
- [Provider Resources](#)
- [Quality Programs](#)
- [Behavioral Health](#)
- [Provider Communications](#)
- [Why Providers Prefer Buckeye](#)
- [Utilization Management](#)
- [Did You Know?](#)
- [Our Provider Engagement Administrators](#)
- [Training and Education](#)
- [What We Have Done For You Lately](#)
- [2024 Wellcare by Ahwell Products](#)

Welcome to the Buckeye Provider Home Page

Being a trusted partner with our providers is a top priority. We must earn that trust every day, with every interaction. Based on your feedback, we have begun implementing a communication plan to enhance our provider messaging and communications. Please let us know if you have suggestions. We have a feedback form on the bottom of our [What We Have Done For You Lately](#) page.

[Availability Essential Training Available Beginning January 20, 2025](#)

Updates You Need to Know

- 1-18: Availability Essential Training Available Beginning January 20, 2025
- Dec 12: Launching our Provider Accessibility Initiative - Barrier Removal Fund in 2025
- Dec 12: 2025 Changes for ESRD Part D and High-Impact Formularies
- Dec 6: Location Consulting Opportunities
- Nov 21: Buckeye Health Plan Transitions to Availability Essentials
- Nov 21: Where to Find the Member Termination Date (Redetermination)
- Nov 21: Ambetter from Buckeye Health Plan Introducing Availability Editing Services
- Nov 11: Notice of Changes by Medicare That May Affect Drug Coverage
- Nov 10: Important Provider Notification: 835 Files and Remits

Secure Provider Portal Login

If you are a contracted Buckeye Health Plan provider, you can register now. If you are a non-contracted provider, you will be able to register after you submit your first claim.

Once you have created an account, you can use the Buckeye Health Plan provider portal to:

- Verify member eligibility
- Manage claims
- Manage authorizations
- View patient list
- Login/Register

[LOGIN/REGISTER](#)

Sign Up for our Monthly Provider Bulletin

For all EVV and Sandata information please see:

- [OOA EVV webpage](#)
- [Sandata On Demand](#)

Provider Services

Medicaid and MyCare Ohio
Monday - Friday 7 a.m. to 8 p.m.
[866.296.8731](#)

Wellcare by Ahwell
Monday - Friday 8:00 a.m. - 8:00 p.m. M-F
[at 855.766.1851](#)

Ambetter
Monday - Friday 8 a.m. - 5 p.m.
[877.607.1100](#)

Key Provider Information:

- [Behavioral Health - Coping With Holiday Stress](#)
- [December 2024 Buckeye Provider Bulletin](#)
- [2023 Community Impact Report](#)
- [Prescriptive & Chemical Resources](#)
- [December 15, 2024, Claims Payment System Error Notifications](#)

Login/Register for the Provider Portal

Secure Provider Portal Login

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- Login/Register

1

[LOGIN/REGISTER](#)

I am a:

Select One

Select One

Member

Provider

Submit

2

buckeye health plan.

Log In

Email Address *

CONTINUE

CENTENE SSO

Create New Account

3

single password

reliable security

EntryKeyID

- 1) Click **Login/Register**
- 2) Select **Provider** and click **Submit**
- 3) Select **Create New Account**



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If you would like Portal Training, please reach out to your [Provider Engagement Account Manager](#) to schedule a training session.

Member Record – Provider Portal

Quick Actions

Do a quick eligibility check, find patient benefits information, create a new claim or recurring claim or an authorization.

Member ID or Last Name *

Member Date of Birth



MM/DD/YYYY

Select Action Type *

SUBMIT

View Eligibility & Patient Information

To Look Up Eligibility Information for a Member

Enter the following information:

- **Member ID or Last Name**
- **Member Date of Birth**

Select “View Eligibility & Patient Information”

Click **Submit**.

Access the Member Record

From the **Eligibility Check** screen, click the name of the member linked under **Patient Name**.

Person Centered Service Plan – Provider Portal



Overview	Assessments Please tell us about your patient's health Admission Assessment Please take a few minutes to fill out the assessment below Fill Out Now! Case Management Screening Tool V5	Previous Assessments	
Cost Sharing			
Assessments			
Health Record			
Healthcare Events			

Assessment Name	Submit Date
OH - Person Centered SP_v4	03/21/2025
OH - Person Centered SP_v4	03/17/2025
OH - Person Centered SP_v4	01/16/2025

Member Record: Assessments Tab

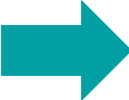
Select the Assessments tab to access an assessment from inside the member record.

To View Previously Submitted Assessment Responses

Submitted assessments appear in a column on the right under **Previous Assessments**. Response information is available to view for any linked assessment.

1. Click the link for the name of the assessment you want to view. The responses display.
2. Click the **Back** button to return to the previous screen.

Waiver Provider Signature – Provider Portal



Overview	Assessments Please tell us about your patient's health Previous Assessments Person Centered Service Plan (PCSP) Signature Addendum Please take a few minutes to fill out the form below. Fill Out Now! <table><thead><tr><th>Assessment Name</th><th>Submit Date</th></tr></thead><tbody><tr><td>OH - Person Centered SP_v4</td><td>03/21/2025</td></tr><tr><td>OH - Person Centered SP_v4</td><td>03/17/2025</td></tr><tr><td>OH - Person Centered SP_v4</td><td>01/16/2025</td></tr></tbody></table>	Assessment Name	Submit Date	OH - Person Centered SP_v4	03/21/2025	OH - Person Centered SP_v4	03/17/2025	OH - Person Centered SP_v4	01/16/2025
Assessment Name		Submit Date							
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OH - Person Centered SP_v4		01/16/2025							
Cost Sharing									
Assessments									
Health Record									
Healthcare Events									

Member Record: Assessments Tab

Select the Assessments tab to access an assessment from inside the member record.

To Add Waiver Provider Signature

Click **Fill Out Now** below the **Person Centered Service Plan (PCSP) Signature Addendum** assessment.

Waiver Provider Signature – Provider Portal



Waiver Service Provider Signatures

Are there Waiver Service Provider Signatures to collect?

Service Type

Provider Name

This Person Centered Service Plan (PCSP) was developed for:

This PCSP was made on

I have reviewed the Person Centered Service Plan (PCSP).

By signing below, I agree with the information provided in the above referenced PCSP, unless otherwise noted below.

Provider Signature

Date:

To Add Waiver Provider Signature

1. Locate the **Waiver Service Provider Signatures** section.
2. Enter your responses. Be sure to complete all required fields.
3. Submit the assessment.

Submit

Helpful Contacts & Resources

- Buckeye Provider Portal Support: 1-866-296-8731
- General Questions: PCSPsignature@medicaid.ohio.gov
- More Info: <https://medicaid.ohio.gov>

NOTE: The waiver provider signature process is separate from Electronic Visit Verification (EVV). For any questions regarding EVV, please email EVV@medicaid.ohio.gov.



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Final Reminders

- All PCSP signatures must be submitted through the Buckeye Secure Provider Portal.
- No alternative methods accepted
- Timely submission ensures care continuity and compliance



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Still Have Questions?

Contact your [Provider Engagement Account Manager](#) for additional support.

Thank you for supporting
members to live safely at home.



By
buckeye
health plan.



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